Adjust Pop-up Blocking for the Student/Faculty Portal

A blank screen or a browser Requirement message may be displayed if pop-up blocking has not been Allowed for the CityU Student/Faculty Portal.

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Browser Requirement

Your browser does not meet all of the requirements for CampusCruiser. Before continuing, we suggest that you:

- **Disable pop-up blocking.**
  
  You need to allow pop-up windows to access certain pages within CampusCruiser.

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Follow the instructions below to allow pop-ups for the most popular browsers. We recommend **Google Chrome** for the best experience.
Google Chrome

When pop-ups are blocked, they will show up as a pop-up blocker icon in the address bar.

Right click on the pop-up blocker icon and select **Always allow pop-ups from [site]** and then hit **Done**.
Mozilla Firefox

Firefox will display a yellow info bar across the top of the browser window when a pop-up has been blocked.

Select the Options button on the right and then click Allow pop-ups for prod2.campuscruiser.com
Safari - Mac

Open Safari. Click Safari on the top left menu bar and then select Preferences from the menu.

Click on Security and then uncheck Block pop-up windows.
Internet Explorer

In IE click the gear icon on the right and select Internet Options.
Select the **Privacy** tab and then click the **Pop-up Blocker Settings** button.
In the Pop-up Blocker Settings window enter `prod2.campuscruiser.com` and click the Add button to add the site to the Allowed sites list.

![Image of Pop-up Blocker Settings window with `prod2.campuscruiser.com` entered and the 'Add' button highlighted.]
Microsoft Edge

When accessing the Student/Faculty portal in Edge, you may get a message about blocked pop-ups. Click the **Always allow** button.

You can also turn off pop-up blocking in Edge if the above message does not appear. Click on the ellipsis in the upper right corner of the Edge browser window and click **Settings**.
Scroll down on the settings menu and click **View advanced settings**.

**Reading**

- **Reading view style**
  - Default

- **Reading view font size**
  - Medium

**Advanced settings**

- **View advanced settings**

**About this app**

Microsoft Edge 25.10586.0.0  
Microsoft EdgeHTML 13.10586  
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On the Advanced settings menu, toggle **Block pop-ups** to the **Off** position (left).